Province: Dr Beyers Naude Local Municipality(EC101) - Schedule of Service Delivery Standards Table 2019/20

Description Standard	Service Level
Solid Waste Removal	
Premise based removal (Residential Frequency)	twice weekly
Premise based removal (Business Frequency)	twice weekly
Bulk Removal (Frequency)	once a week
Removal Bags provided(Yes/No)	No, only in Aberdeen
Garden refuse removal Included (Yes/No)	Yes, not all areas
Street Cleaning Frequency in CBD	daily
Street Cleaning Frequency in areas excluding CBD	weekly or when needed
How soon are public areas cleaned after events (24hours/48hours/longer)	within 24 hours
Clearing of illegal dumping (24hours/48hours/longer)	48 hours or longer
Recycling or environmentally friendly practices(Yes/No)	Yes
Licenced landfill site(Yes/No)	Yes
Water Service	
Water Quality rating (Blue/Green/Brown/N0 drop)	BD=61% & GD=47%RR
Is free water available to all? (All/only to the indigent consumers)	
Frequency of meter reading? (per month, per year)	Daily and Monthly
Are estimated consumption calculated on actual consumption over (two month's/three month's/longer period)	Two months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Three months
Duration (hours) before availability of water is restored in cases of service interruption (complete the sub questions)	
One service connection affected (number of hours)	0 - 3 Hours
Up to 5 service connection affected (number of hours)	3 - 6 Hours
Up to 20 service connection affected (number of hours)	3 - 6 Hours
Feeder pipe larger than 800mm (number of hours)	6 - 9 Hours
What is the average minimum water flow in your municipality?	21.59 Ml/ day for Dr Beyers Naude LM
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes
How long does it take to replace faulty water meters? (days)	0-3 Hours
Do you have a cathodic protection system in place that is operational at this stage? (Yes/No)	Yes

Electricity Service	
What is your electricity availability percentage on average per month?	70%
Do your municipality have a ripple control in place that is operational? (Yes/No)	Yes
How much do you estimate is the cost saving in utilizing the ripple control system?	
What is the frequency of meters being read? (per month, per year)	Per month
Are estimated consumption calculated at consumption over (two month's/three month's/longer period)	Three months
On average for how long does the municipality use estimates before reverting back to actual readings? (months)	Three months
Duration before availability of electricity is restored in cases of breakages (immediately/one day/two days/longer)	Immediately
Are accounts normally calculated on actual readings? (Yes/no)	Yes
Do you practice any environmental or scarce resource protection activities as part of your operations? (Yes/No)	Yes Bird Flappers
How long does it take to replace faulty meters? (days)	Yes (Alarm report)
Do you have a plan to prevent illegal connections and prevention of electricity theft? (Yes/No)	Bad
How effective is the action plan in curbing line losses? (Good/Bad)	5 working days
How soon does the municipality provide a quotation to a customer upon a written request? (days)	10 working days
How long does the municipality takes to provide electricity service where existing infrastructure can be used? (working days)	
How long does the municipality takes to provide electricity service for low voltage users where network extension is not required? (working days)	3 months
How long does the municipality takes to provide electricity service for high voltage users where network extension is not required? (working days)	6 months
Sewerage Service	
Are your purification system effective enough to put water back in to the system after purification?	Yes
To what extend do you subsidize your indigent consumers?	100%
How long does it take to restore sewerage breakages on average	
Severe overflow? (hours)	0 - 3 Hours
Sewer blocked pipes: Large pipes? (Hours)	3 - 6 Hours
Sewer blocked pipes: Small pipes? (Hours)	0 - 3 Hours
Spillage clean-up? (hours)	0 - 3 Hours
Replacement of manhole covers? (Hours)	0 - 3 Hours
Road Infrastructure Services	
Time taken to repair a single pothole on a major road? (Hours)	3
Time taken to repair a single pothole on a minor road? (Hours)	1
Time taken to repair a road following an open trench service crossing? (Hours)	5
Time taken to repair walkways? (Hours)	3

Property valuations	
How long does it take on average from completion to the first account being issued? (one month/three months or longer)	One month
Do you have any special rating properties? (Yes/No)	Yes
Financial Management	
Is there any change in the situation of unauthorised and wasteful expenditure over time? (Decrease/Increase)	Increase
Are the financial statement outsources? (Yes/No)	Yes
Are there Council adopted business process tsructuing the flow and managemet of documentation feeding to Trial Balalnce?	Yes
How long does it take for an Tax/Invoice to be paid from the date it has been received?	30 Days
Is there advance planning from SCM unit linking all departmental plans quaterly and annualy including for the next two to three years procurement plans?	Yes
Administration	
Reaction time on enquiries and requests?	Reaction times to enquiries or requests varies from department to department from immediate reaction up until 24 hrs
Time to respond to a verbal customer enquiry or request? (working days)	Immediatelty after enquiry or requests have been recorded (feedback provided within 5 working days)
Time to respond to a written customer enquiry or request? (working days)	Acknowledge receipt of written enquiry or requests within 5 working days (feedback provided if complaint will take longer the 10 days to be resolved)
Time to resolve a customer enquiry or request? (working days)	Enquiry or request resolved immediately , or within 5 working days (feedback provided if complaint will take longer than 10 working days to be resolved)
What percentage of calls are not answered? (5%,10% or more)	Five per cent (5%)

How long does it take to respond to voice mails? (hours)	Immediate response to voice mails after enquiry have been recorded not exceeding a maximum of 3 hours.
Does the municipality have control over locked enquiries? (Yes/No)	Yes
Is there a reduction in the number of complaints or not? (Yes/No)	Yes
How long does in take to open an account to a new customer? (1 day/ 2 days/ a week or longer)	10 minutes not exceeding 1 day
How many times does SCM Unit, CFO's Unit and Technical unit sit to review and resolve SCM process delays other than normal monthly management meetings?	
Community safety and licensing services	
How long does it take to register a vehicle? (minutes)	25
How long does it take to renew a vehicle license? (minutes)	25
How long does it take to issue a duplicate registration certificate vehicle? (minutes)	20 working days after submission of documentation to Prov Helpdesk
How long does it take to de-register a vehicle? (minutes)	25
How long does it take to renew a drivers license? (minutes)	25
What is the average reaction time of the fire service to an incident? (minutes)	13
What is the average reaction time of the ambulance service to an incident in the urban area? (minutes)	N/A
What is the average reaction time of the ambulance service to an incident in the rural area? (minutes)	N/A
Economic development	
How many economic development projects does the municipality drive?	4
How many economic development programme are deemed to be catalytic in creating an enabling environment to unlock key economic growth projects?	1
What percentage of the projects have created sustainable job security?	50%
Does the municipality have any incentive plans in place to create an conducive environment for economic development? (Yes/No)	No
Other Service delivery and communication	
Is a information package handed to the new customer? (Yes/No)	No
Does the municipality have training or information sessions to inform the community? (Yes/No)	Yes
Are customers treated in a professional and humanly manner? (Yes/No)	Yes

MUNICIPAL MANAGER
DR BEYERS NAUDE LOCAL MUNICIPALITY
11 JUN 2019
MUNISIPALE BESTUURDER
DR BEYERS NAUDE PLAASLIKE MUNISIPALITEIT